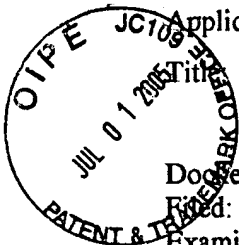


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

3639-JPW



Applicant: Richard Ney et al.

**METHOD AND PROCESS FOR ACCUMULATING AND SUMMARIZING DATA FOR
DEFINED TIME INTERVALS WITHIN A CUSTOMER INTERACTION SYSTEM**

Doc No.: 2046.087US1
Filed: August 23, 1999
Examiner: Thomas A. Dixon

Serial No.: 09/379,385
Due Date: June 29, 2005
Group Art Unit: 3639

MS Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

We are transmitting herewith the following attached items (as indicated with an "X"):

- ☒ A return postcard.
- ☒ An Amendment and Response (12 pgs.).

If not provided for in a separate paper filed herewith, Please consider this a **PETITION FOR EXTENSION OF TIME** for sufficient number of months to enter these papers and please charge any additional fees or credit overpayment to Deposit Account No. 19-0743.

SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.
Customer Number 21186

By: Mark R. Vatuone
Atty: Mark R. Vatuone
Reg. No. 53,719

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: MS Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on this 29th day of June, 2005.

Dawn R. Shaw
Name

Dawn R. Shaw
Signature

SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.
(GENERAL)



S/N 09/379,385

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Richard Ney et al.	Examiner:	Thomas A. Dixon
Serial No.:	09/379,385	Group Art Unit:	3629
Filed:	August 23, 1999	Docket No.:	2046.087US1
Title:	METHOD AND PROCESS FOR ACCUMULATING AND SUMMARIZING DATA FOR DEFINED TIME INTERVALS WITHIN A CUSTOMER INTERACTION SYSTEM		

AMENDMENT AND RESPONSE UNDER 37 CFR § 1.111

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

This responds to the Office Action mailed on March 29, 2005. Please amend the above-identified patent application as follows.